Service Announcement

July 9, 2015

TO: WaTech Remote Access Services Customers

FROM: Phil Davis, Manager
                Security Projects Engineering

SUBJECT: UPDATED: SSLvpn Service Upgrade

This service announcement provides updated information on the Remote Access project that Washington Technology Solutions (WaTech) is implementing to replace the existing older technology. The replacement platform is F5 Big-IP and provides role-based, delegated administration for agency specific administration requirements.

What Does this Mean?

Five pilot agencies began using the F5 product in February and all other existing customers have completed their migration of users to the new platform. Existing customer agencies that use the Cisco IPSEC software client have also been contacted and are migrating their users to the new F5 Big-IP platform. WaTech has postponed the decommission of the existing Juniper SSLVPN product and also the existing Cisco IPSEC software client until **July 22, 2015**.The previous decommission date of June 29, 2015 has been extended to accommodate customer agencies that have requested additional time.

Progress To Date

- CTS held an informational meeting on November 24, 2014 and a pilot customer meeting on Feb 10, 2015.
- Pilot agencies began using the new platform in mid-February.
- All agencies completed their migration of users to the new platform by June 30, 2015.

Next Steps
- WaTech will continue to support the Juniper system until July 22nd and will decommission the system on July 23rd.

An Agency Shared Knowledge (ASK) Collaboration site is established for customers and includes:

- Agency specific folder for implementation documents
- Customer Readiness Guide
- Project status information

For questions or comments, please email the WaTech Service Desk or call 360-753-2454 or 888-241-7597.